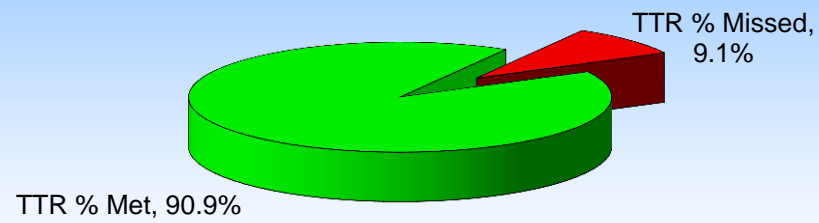


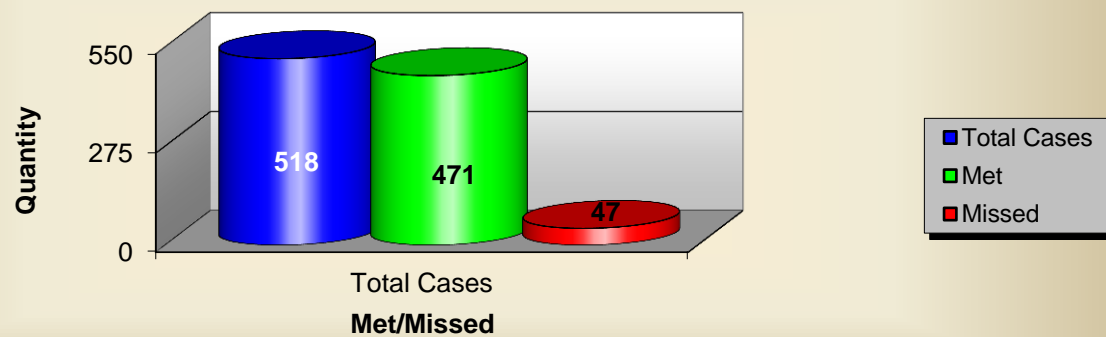
Total Time to Resolution

4/6/2011

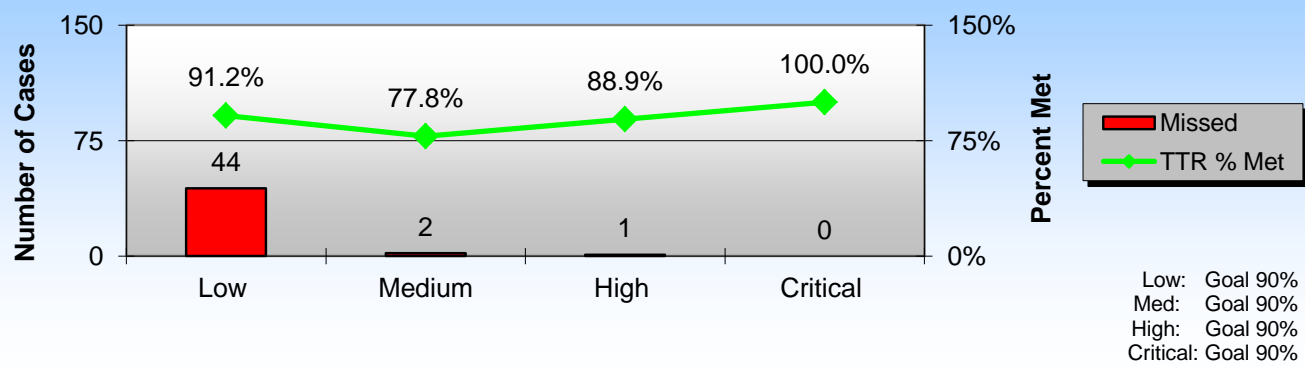
Met/Missed Resolution



Met/Missed Resolution Detail



TTR Met/Missed Detail



Average Time To Resolution

